

October 1998

To Our Customers:

We hope this 13th edition of the DLA/DLSC Customer Assistance Handbook fits your needs as a handy reference tool to obtain the best possible support from the Defense Logistics Agency. We have made every effort to ensure the information in this handbook is up-to-date but we appreciate any and all corrections, as well as customer feedback. Please fax back the feedback form in this section if you have a correction or comment.

If you require additional copies of the handbook, or wish to join our subscriber list for future editions, please use the subscriber form provided on the next page.

The DLA Customer Assistance Handbook is also available on our web site at <http://www.supply.dla.mil> To save money, we only update the printed version once every two years. In addition, significant corrections to this edition will be noted in the DLA customer newsletter, *LOGLINES*. See the subscriber form to learn how you can subscribe to *LOGLINES*, free of charge.

We would like to recognize the many contributors to and supporters of this handbook, each of whom played a vital role in delivering this book to you. We are grateful to everyone listed in the box, as well as many more.

Thank you!

LINDA STACY-NICHOLS, KIMBERLY HAWLEY
Editors, Customer Communications Team,
Customer Support and Readiness Directorate
Defense Logistics Support Command

HANDBOOK CONTRIBUTORS/SUPPORTERS

CAPT Patrick Flanagan, SC, USN, DLSC HQ
Don Neri, DLSC HQ, JJ Miller, DLSC HQ
Shelby Carter, DLSC-HQ (Former handbook editor upon whose dedicated work this edition is based.)
Julia Ann Brandon, DLSC HQ and DSCR
Connie Graham, Bob Morrison, Lynne Weber, Mike Newman, John Friedrich, Joe Maloney, Dr. John Frick, Bob Vitko, Doug French, SFC LaDonna Smith, Virginia Cholewicki, Kathleen McGuire, Sharon Sellers, Linda Kimberlin, Barbara Michalick, Tony Berta, Diann Dailey, Brenda Meadows, Vince Trinka, Mike Pipan, Tom Ruckdaschel, Carolyn Farley, Marge Sullivan, DLSC HQ
Russ Seyfried, Gail Tavenner, Bessie Harmon, Treva Jones, DLSC HQ
Colleen Pintar, Arlene Jacobsen, Bev McAfee, DSCC
Marilyn Miller, DESC
Yvonne Murry, Pat Maxwell, DISC
Sandi Clark, DSCR
Karen Wisniewski, DLIS
Francis Discrencenzo, Darrah Wilson, Ramona Ward, Sue Pinto, Lorna Brown, David Friedman, DSCP
Kathy Elliott, DDC
Linda Calvo, Terry Carter, DRMS
Maria Bullard, Peter Roman, DNSC
Joan Lindsay, Dawn Kohlbacher, DAASC
Richard Stanley, DSDC
Vermella Savage, Dennis Thomas, DLMSO
Sheila Dunston, DAPS
Linda Polonsky, CAPT Jerry Derrick, SC, USN, DCMC
Ken Whitehead, DASC
Charlotte Asis, DLA Pacific, Dennis Hansen, Percy Brazier, DLA-Europe
Doug Miller, Raquel Sumaray, GSA
Rachel Loock, Chuck Tasca, Javits-Wagner-O'Day
DLSC's Customer Representatives, especially Jerry West and Ron Dodson
...And, most importantly, DLA customers around the world who provided very valuable feedback and exercised considerable patience as we prepared this edition.

CUSTOMER ASSISTANCE HANDBOOK AND LOGLINES SUBSCRIPTION FORM

Fax: (703) 767-7523, DSN 427-7523, DLSC-CC, Customer Communications Team

() I am a new subscriber. Please put me on the list for the 14th Edition of the DLA Customer Assistance Handbook. (Please complete address block below. Note: If you received the 13th edition, you do not need to send back this form. You are already in the data base for the next edition.)

() Please change the number of future handbooks I will receive to _____. (Please complete address block below.)

() Please send me _____ more copies of the current handbook. (Please complete address block below.)

() Please make a change to my address/name. (Include both old and new address in block below.)

() Please add my name to the mailing list for *LOGLINES*, the DLA customer newsletter.

ADDRESS BLOCK:

OLD ADDRESS, IF APPLICABLE

NAME _____

ACTIVITY/ORGANIZATION _____

STREET ADDRESS _____

CITY/STATE/ZIP/COUNTRY/POSTAL CODE _____

CURRENT/NEW ADDRESS

NAME _____

ACTIVITY/ORGANIZATION _____

STREET ADDRESS _____

CITY/STATE/ZIP/COUNTRY/POSTAL CODE _____

NUMBER OF HANDBOOK COPIES _____

NUMBER OF *LOGLINES* COPIES _____

NOTE: For editorial comments, suggestions or feedback, please use the feedback form on the next page.